

## Article - Public Utilities

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§25–501.1.

- (a) (1) In this section the following words have the meanings indicated.
- (2) “Indirect customer” means an individual who:
- (i) receives water service or sewer service or both from the Commission; but
- (ii) is not billed by the Commission for the service.
- (3) “Ratepayer” means an individual who receives a bill directly from the Commission for water service or sewer service or both.
- (b) (1) Notwithstanding any other law, on or before July 1, 2015, the Commission shall establish a Customer Assistance Program to provide financial assistance with water and sewer bills to eligible ratepayers.
- (2) The Commission shall establish income eligibility standards for a ratepayer to receive financial assistance under this subsection.
- (c) (1) The Commission may establish an Indirect Customer Assistance Program.
- (2) The purpose of the program is to provide financial assistance to eligible indirect customers for water and sewer service.
- (3) If the Commission establishes a program under this subsection, the Commission shall establish income eligibility standards and a process for an indirect customer to receive financial assistance under the program.
- (d) (1) The Customer Assistance Program and the Indirect Customer Assistance Program shall be funded from Commission revenues.
- (2) Income eligibility standards for the Customer Assistance Program and the Indirect Customer Assistance Program shall be applied uniformly throughout the sanitary district.

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